**NAMIREMBE**

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**CAREER SUMMARY.**

**A young passionate, energetic and multi skilled graduate candidate with hands on experience in Customer service and Front of house in hospitality with good potential and holding over 5years of experience in this field yet still progressing to achieve higher and grow more. With top skills as a receptionist, customer service, cashiering operations and retail sales satisfaction.**

**EDUCATION**

**MAKERERE UNIVERISTY (KAMPALA- UGANDA)**

**AWARD: Bachelor of Arts. (College of Humanities and Social Sciences.)**

**AWARD: NABISUNSA GIRLS SECONDARY SCHOOL CERTIFICATE COMPLETION.**

**CAREER EXPERIENCE HISTORY.**

**JANUARY 2016 T0 PRESENT.**

**WAITRESS AT NANDOS DUBAI INTERNET CITY WORKSTATION.**

**My achievements while at Nandos**; **I have scored caught M.S two times and I scored a 99.2% then to a 100% Mystery Shopper and have been awarded Employee of the month F.O.H in October 2016.**

**RESPONSIBILITIES:**

* Great guests with a welcoming smile as I arrive to them to their table.
* I always introduce myself, repeat order to the clients as I take orders.
* Great communication and interpersonal skills and POS acknowledgement.
* Follow up regularly with the guests to make sure that they are enjoying their meal.
* Positive attitude and action to resolve any complaints to clarity and calmness and I inform higher authorities on duty.
* Clear tables after their meal and endeavor to upsell desserts or beverages.
* Serve the bill in a folder and close the table accordingly to the means of payment.
* Cash up and dispatching drivers and settling take away deliveries.
* Ensure to maintain a high satisfaction feedback as one of the top scores and most reviewed and recommended in customer feedback survey online.

**JANUARY 2013- JULY 2014**

**CASHIER AND RECEPTIONIST AT KAIPIN RESTAURANT AND PUB**

**KAMPALA.**

**DUTIES:**

As an employee it was an over the moon experience hence here was a place of work that helped with my education as well as career exposure. It made me more of a team player and taught me delicacy and accuracy of money accountability and how genuine customer satisfaction can be rewarded and appreciated. Below is brief summary of my duties.

* Cashier operations, maintain a friendly professional reception service, book keeping, greeting customers, and great telephone etiquette, receive incoming calls, scheduling clerical and administrative tasks.
* Indulging a good personality maintain good time management, count, confirm float and banking sales fee and sign alongside witness before I leave counter and leave POS system fully cleared.

**HOSTESS AT ENTEBBE RESORT BEACH- UGANDA (2011- 2012)**

**DUTIES:**

* Warm and genuine welcome to the customers and excellent customer service and always aware of open tables to know where to lead customers to.
* Responsible for operations like leading them to their seats, serving the menu and smile introduce a waiter who will take care of their table and telephone incoming calls.
* Listen to guest complaints be apologetic and find a higher authority to resolve and address the matter and always be grateful and invite all customers to see them return to our premises.

**LEGAL BRAINS TRUST – HUMANTARIAN LAW FIRM (2008 to 2010)**

**DESIGNATION: CUSTOMER SERVICE REPRESENATATIVE.**

**DUTIES:**

* Responsible the responsibility of welcoming customers by greeting them over the telephone or in person also for handling incoming calls and responding to queries and requests from customers and record all customers in the log book.
* Excellent listening, multi-tasking and organizational skills, record track book keeping of all customers and state of visit plus handling the task of scheduling, organizing and maintaining appointments and meetings.
* Handle administrative and clerical work including faxes, couriers and filling forms.

**SKILLS AND INTERESTS.**

**Languages**: English and Swahili (High proficiency)

**Technical Skills**: Proficient In Microsoft office, Outlook, Excel, Word and Power point.

**Interests**: Travelling, Adventuring, Call Center/ Customer service and hanging out and Reading novels.